

COMMERCIAL GUIDE

A clear allocation. A predictable starting fee.

Confirmed commercial model from the supplied business plan.

AI ASSIST

Minimum \$1,250/month with 8 hours for 1–10 staff. Each covered staff member above 10 adds \$50/month and 0.5 hours. Approved additional time: \$169/hour.

AI OPERATIONS

Minimum \$2,500/month with 11 hours for 1–10 staff. Each covered staff member above 10 adds \$100/month and 0.75 hours. Approved additional time: \$229/hour.

AI PARTNER

Minimum \$4,500/month with 13 hours for 1–10 staff. Each covered staff member above 10 adds \$150/month and 1 hour. Approved additional time: \$350/hour.

WHAT THE RETAINER COVERS

Human specialist capacity in your chosen scope. All client work, including discovery, meetings, configuration, testing, documentation and reporting, uses allocated or approved additional hours. Higher tiers include lower-tier activities within one shared allocation.

EXCLUSIONS AND TERMS

All prices AUD excluding GST. Client-funded software, AI usage, cloud hosting and other vendor charges are excluded. No unlimited support, dedicated full-time availability or 24/7 staffed response. Scope, headcount definition, term, onboarding, hour expiry/rollover and availability require agreement.

CALCULATIONS AND EXAMPLES

Capacity grows with your covered team.

All figures AUD excluding GST. Hours are per month.

THE FORMULA

Extra staff = $\max(\text{covered staff} - 10, 0)$. Monthly fee = minimum fee + extra staff $\times$ staff charge. Monthly hours = minimum hours + extra staff $\times$ hour increment. Approved extra charge = additional hours $\times$ extra-hour rate.

20 COVERED STAFF

Assist: \$1,750 / 13 hours. Operations: \$3,500 / 18.5 hours. Partner: \$6,000 / 23 hours.

35 COVERED STAFF

Assist: \$2,500 / 20.5 hours. Operations: \$5,000 / 29.75 hours. Partner: \$8,250 / 38 hours.

50 COVERED STAFF

Assist: \$3,250 / 28 hours. Operations: \$6,500 / 41 hours. Partner: \$10,500 / 53 hours. Larger teams require a capacity and suitability review before commitment.

APPROVED EXTRA TIME / WORKED EXAMPLE

An Operations client with 20 covered staff has \$3,500/month and 18.5 hours. Five approved additional hours cost $5 \times \$229 = \$1,145$. That month totals \$4,645 excluding GST and 23.5 hours. The next month returns to \$3,500 and 18.5 hours unless coverage or scope changes by agreement.

SCOPE BEFORE HOURS

Additional hours do not automatically expand tier capability. Confirm feasibility, the estimate, spending cap and timing before approval. A larger workflow may span months or need a separate project. Contact support@xoomai.com.au for a scoped proposal.